

WORKFORCE DEVELOPMENT SPECIALIST I

DEFINITION

This is technical work involving interviewing, employer relations, and basic employment counseling in the Division of Workforce Development.

An employee in this class is normally assigned functions in one of the following areas: job placement, employment counseling, employer services, veteran services, training assessment or job development. Duties may include in-depth interviewing, receiving and recording employer job orders, establishing and maintaining favorable employer relationships, counseling job applicants and assisting them in overcoming employment barriers, achieving veteran service goals and satisfying statutory and grant requirements. Other duties may include job development as well as developing individual training plans. Work is performed under the general supervision of a workforce development supervisor or other administrative superior.

Any one position may not involve all of the specified duties or knowledges, skills and abilities, nor are the listed examples exhaustive.

EXAMPLES OF WORK

Accepts and records job orders from all types of employers; conducts complex interviews with applicants; selects applicants meeting the employer order specifications; and makes referrals to employers on the basis of an evaluation of the applicants' qualifications.

Assists job seekers in automated job searches.

Classifies all job orders and applicant's qualifications using skill codes.

Administers, scores, and interprets aptitude and interest inventory tools.

Contacts employers, identifies their labor needs and problems, and develops a plan of service.

Informs employers and community organizations of workforce development; conducts Job Fairs.

Develops job opportunities with employers for qualified job seekers.

Assists with solicitation and development of on-the-job training contracts.

Provides basic vocational counseling to applicants who are having job choice, job change, or job adjustment problems, and helps the applicant to identify factors influencing these problems.

Assists counselees in evaluating their vocational strengths and weaknesses; formulates sound vocational plans which will result in establishing both immediate and long-range job goals; ensures that an employment development plan is completed with each counselee.

Provides intensive placement and employability development services to all veterans.

Performs other related work as assigned.

EXAMPLES OF KNOWLEDGES, SKILLS AND ABILITIES

Considerable knowledge of the techniques of interviewing and job placement.

Working knowledge of state and federal laws pertaining to Workforce Development programs.

Working knowledge of modern office procedures, practices and equipment.

Working knowledge of public relations functions.

Some knowledge of the principles and techniques of vocational guidance and counseling.

Some knowledge of the principles and techniques of individual appraisal and testing methods.

Some knowledge of the various services and benefits available to veterans.

Some knowledge of the methods of enrolling or registering veterans for benefits available from service organizations.

Ability to exercise good judgment in appraising situations and making decisions.

WORKFORCE DEVELOPMENT SPECIALIST I (Cont'd)

EXAMPLES OF KNOWLEDGES, SKILLS AND ABILITIES (Cont'd)

Ability to present comments and opinions clearly and concisely.

Ability to establish and maintain effective working relationships with other employees, applicants, employers, contractors, training institutions, community organizations, etc.

EXPERIENCE AND EDUCATION QUALIFICATIONS (The following entrance requirements are used to admit or reject applicants for merit system examinations, or may be used to evaluate applicants for employment in positions not requiring selection from merit system registers. When applicable, equivalent substitution will be allowed for deficiencies in experience or education.)

One year of experience as a Workforce Development Deputy or four years of above entry-level clerical experience with the Division of Workforce Development.

OR

Graduation from an accredited four-year college or university with specialization in psychology, sociology, social work, labor economics, education, business, personnel or public administration, or closely related areas. (Experience in the areas described below may be substituted on a year-for-year basis for deficiencies in the stated education.)

AREAS OF QUALIFYING EXPERIENCE

1. Technical or professional work in the fields of social service, education, job placement, community organization or related areas, or in business, personnel or public administration involving responsible public contact.
2. Military experience, at the E-5 level, or above, in recruiting or personnel administration involving interviewing, selection, classification, placement or counseling.

NECESSARY SPECIAL QUALIFICATION (BY ASSIGNMENT)

Certain positions must be filled by honorably discharged veterans or disabled veterans as defined in Chapter 36, RSMo.

(Eff. 7/1/99)